Naval Aerospace Medical Institute

Aeromedical Electronic Resource Office (AERO) Update

USNAC 2015

CAPT D. A. HINKLEY, MC(FS), USN
Director CODE 53HN HUMAN PERFORMANCE

AERO TRAINER OBJECTIVES

- DEFINE THE AEROSPACE ELECTRONIC RESOURCE OFFICE (AERO) SYSTEM
- DEFINE THE AEROSPACE MEDICAL TECHNICIAN (AVT) ROLE
- DEFINE THE FLIGHT SURGEON (FS) ROLE
- AERO FEATURES

AERO PURPOSE

- The Aeromedical Electronic Resource Office (AERO) is a web-based DOD system used jointly by the U.S. Army, Coast Guard, and Navy.
- Linkage with the Air Force AIMWTS electronic waiver system is being investigated.
- AERO is implemented as the expected method for aeromedical submissions to NAMI.
- Historical waiver information and electronic physical exam data are ONLY accessible through AERO.
- See the NAMI website for additional info.

AVT ROLE

- AVT Role is called “NCOIC” in AERO
- Purpose is to transcribe completed physical exams into the AERO Program.
- NCOIC Role may only CREATE encounters, INPUT information and UPLOAD documentation. They CANNOT submit examinations or clone encounters.
- AVTs with NCOIC role should notify the Flight Surgeon that the patient’s physical has been entered.

FLIGHT SURGEON ROLE

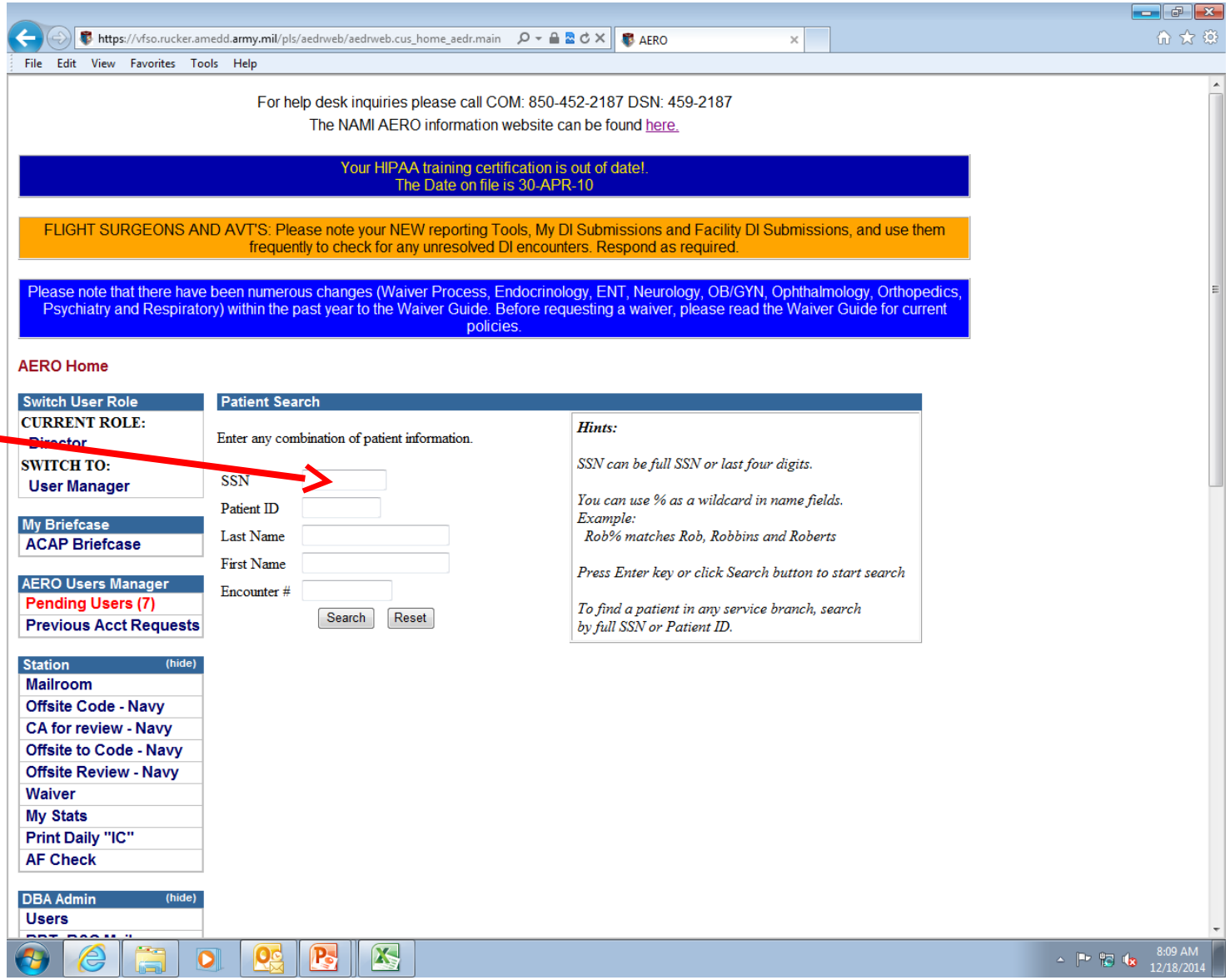
- Flight Surgeons are called “FLIGHT_SURGEON_EXTERNAL” in AERO.
- Purpose is to review and submit examinations in the AERO program.
- Flight Surgeons (FS) also have the ability to clone encounters that have been returned by NAMI. The AVT Role does not offer this feature. However, once an encounter is cloned by the FS, the AVT may make the appropriate changes as requested by NAMI and/or the FS.
- As is prone to happen, another Flight Surgeon may deploy without being able to complete all examinations started. There may be times you may need to take control / cosign or follow up on exams returned in a “DI” status.

AERO FEATURES

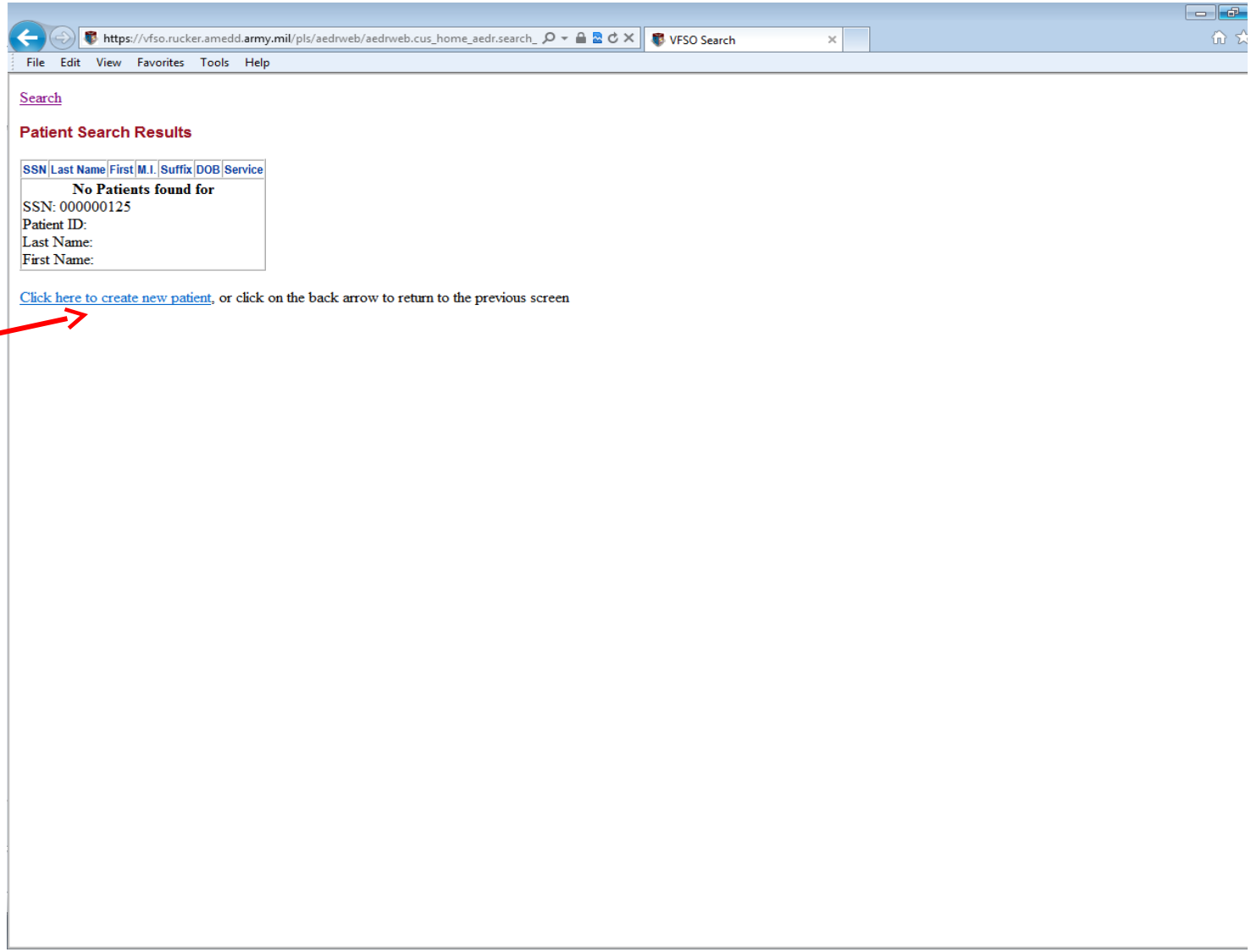
- FEATURES OF AERO:
  - CREATING PATIENTS
  - DELETING ENCOUNTERS
  - CHECKING PHYSICAL STATUS
  - RESUBMITTING ENCOUNTERS
  - PRINTING NAMI AND WAIVER AUTHORITY LETTERS
  - USING AERO MESSAGING SYSTEM

CREATING A PATIENT

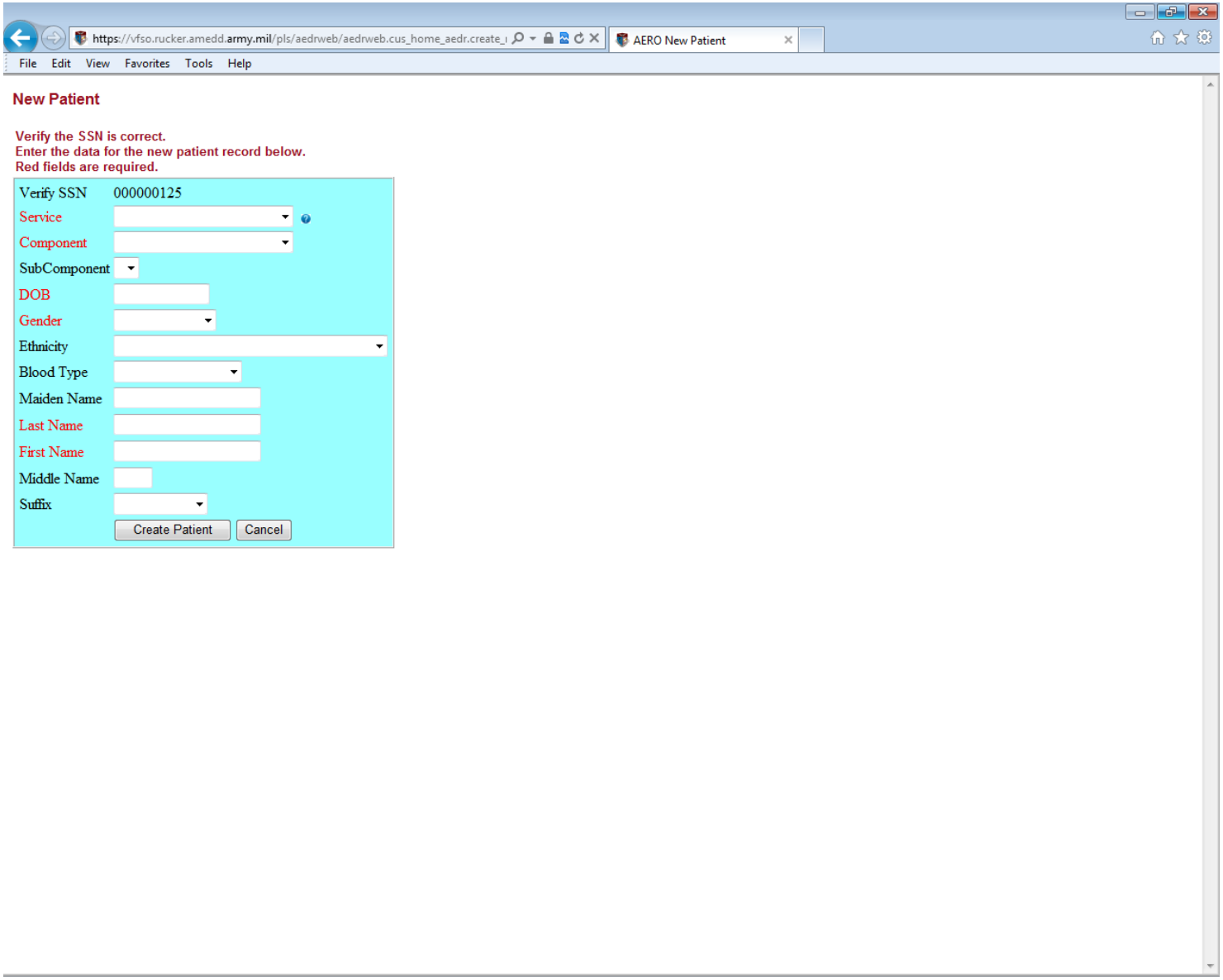
ENTER THE PATIENT SSN


https://vfso.rucker.amedd.army.mil/pls/aedrweb/aedrweb.cus_home_aedr.main
AERO
File Edit View Favorites Tools Help
For help desk inquiries please call COM: 850-452-2187 DSN: 459-2187
The NAMI AERO information website can be found here.
Your HIPAA training certification is out of date!.
The Date on file is 30-APR-10
FLIGHT SURGEONS AND AVT'S: Please note your NEW reporting Tools, My DI Submissions and Facility DI Submissions, and use them frequently to check for any unresolved DI encounters. Respond as required.
Please note that there have been numerous changes (Waiver Process, Endocrinology, ENT, Neurology, OB/GYN, Ophthalmology, Orthopedics, Psychiatry and Respiratory) within the past year to the Waiver Guide. Before requesting a waiver, please read the Waiver Guide for current policies.
AERO Home
Switch User Role
CURRENT ROLE:
Director
SWITCH TO:
User Manager
My Briefcase
ACAP Briefcase
AERO Users Manager
Pending Users (7)
Previous Acct Requests
Station (hide)
Mailroom
Offsite Code - Navy
CA for review - Navy
Offsite to Code - Navy
Offsite Review - Navy
Waiver
My Stats
Print Daily "IC"
AF Check
DBA Admin (hide)
Users
Patient Search
Enter any combination of patient information.
SSN
Patient ID
Last Name
First Name
Encounter #
Search
Reset
Hints:
SSN can be full SSN or last four digits.
You can use % as a wildcard in name fields.
Example:
Rob% matches Rob, Robbins and Roberts
Press Enter key or click Search button to start search
To find a patient in any service branch, search by full SSN or Patient ID.
8:09 AM
12/18/2014

IF MEMBER IS NOT IN AERO, YOU WILL NEED TO CREATE A NEW PATIENT ID

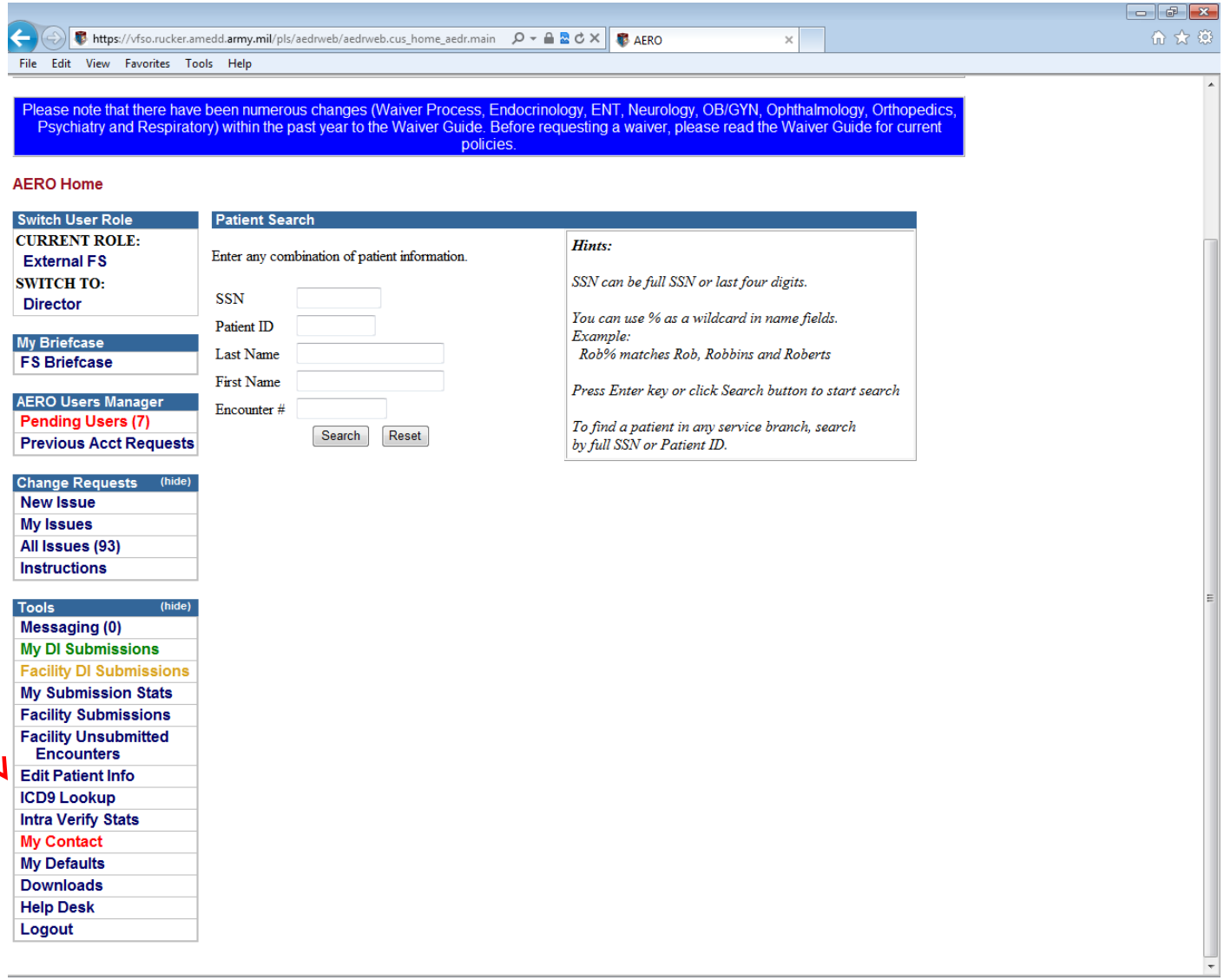

https://vfso.rucker.amedd.army.mil/pls/aedrweb/aedrweb.cus_home_aedr.search_
VFSO Search
File Edit View Favorites Tools Help
Search
Patient Search Results
SSN Last Name First M.I. Suffix DOB Service
No Patients found for
SSN: 000000125
Patient ID:
Last Name:
First Name:
Click here to create new patient, or click on the back arrow to return to the previous screen

ENTER APPROPRIATE DATA. ENSURE YOU VERIFY ALL DATA PRIOR TO CLICKING “CREATE PATIENT”.



EDIT PATIENT INFO

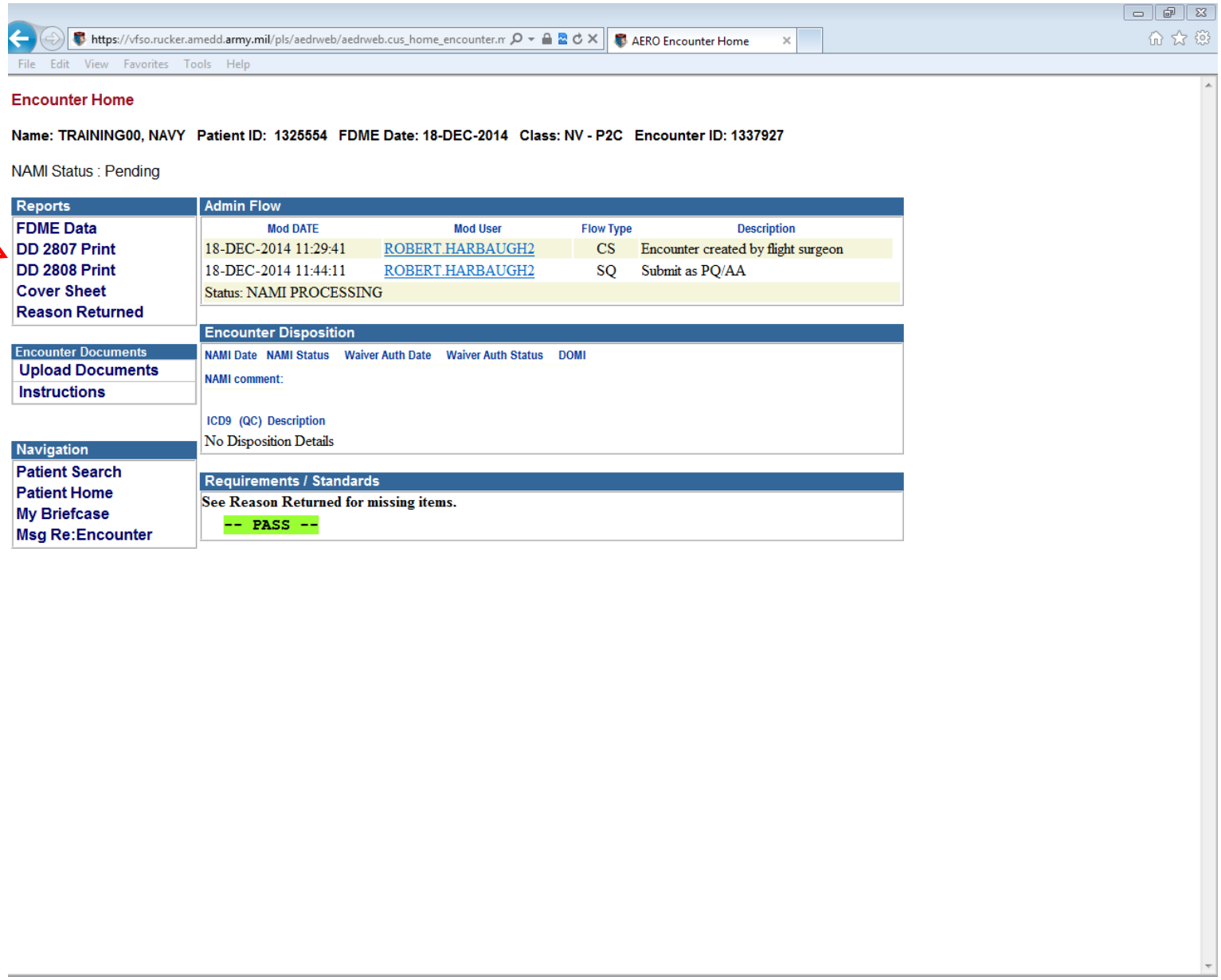
IF ANY PATIENT INFO IS INCORRECT OR NEEDS UPDATED(I.E. NAME, SSN, ETC.), YOU HAVE THE ABILITY TO CHANGE IT.



PRINTING A PHYSICAL

- Once the exam is submitted, and you are on the AERO homepage, reenter the patient's SSN.
- You will see a list of all exams pending and approved for your patient. Select the one you just submitted.
- On the LEFT side of the screen, you will see new options to "2807 Print" and "2808 Print"
- The print option will only be available after submitting the exam to NAMI!

PRINT FOR HEALTH RECORD ENTRY



CREATING/SUBMITTING AN AMS

- An AMS in AERO requires that you have a completed exam on file for **the same or an earlier date** as the AMS you are submitting.
- Keep in mind when submitting an AMS, you will not be able to submit an AMS without associating it to a Physical Exam on file.
- THE GOOD NEWS IS, the exam you link the AMS to can be a short flight; does not have to be a complete DD2808/DD2807 exam.
- Since the AMS encounter is its own separate encounter, you will need to click “Submit” on both the AMS encounter and physical encounter. AERO does not automatically submit one with the other.
- **PLEASE NOTE:** Even if you complete an AMS on paper, you will still need to create and submit an AMS encounter. However, you may upload the paper copy as supporting documentation. AN AMS IS REQUIRED FOR ANY PHYSICAL WHICH RESULTS IN WAIVER AUTHORITY ACTION (NEW WAIVERS, CHANGES TO EXISTING WAIVERS AND GROUNDING PHYSICALS OR WAIVER NOT RECOMMENDED SUBMISSIONS)

PRINTING AN AMS

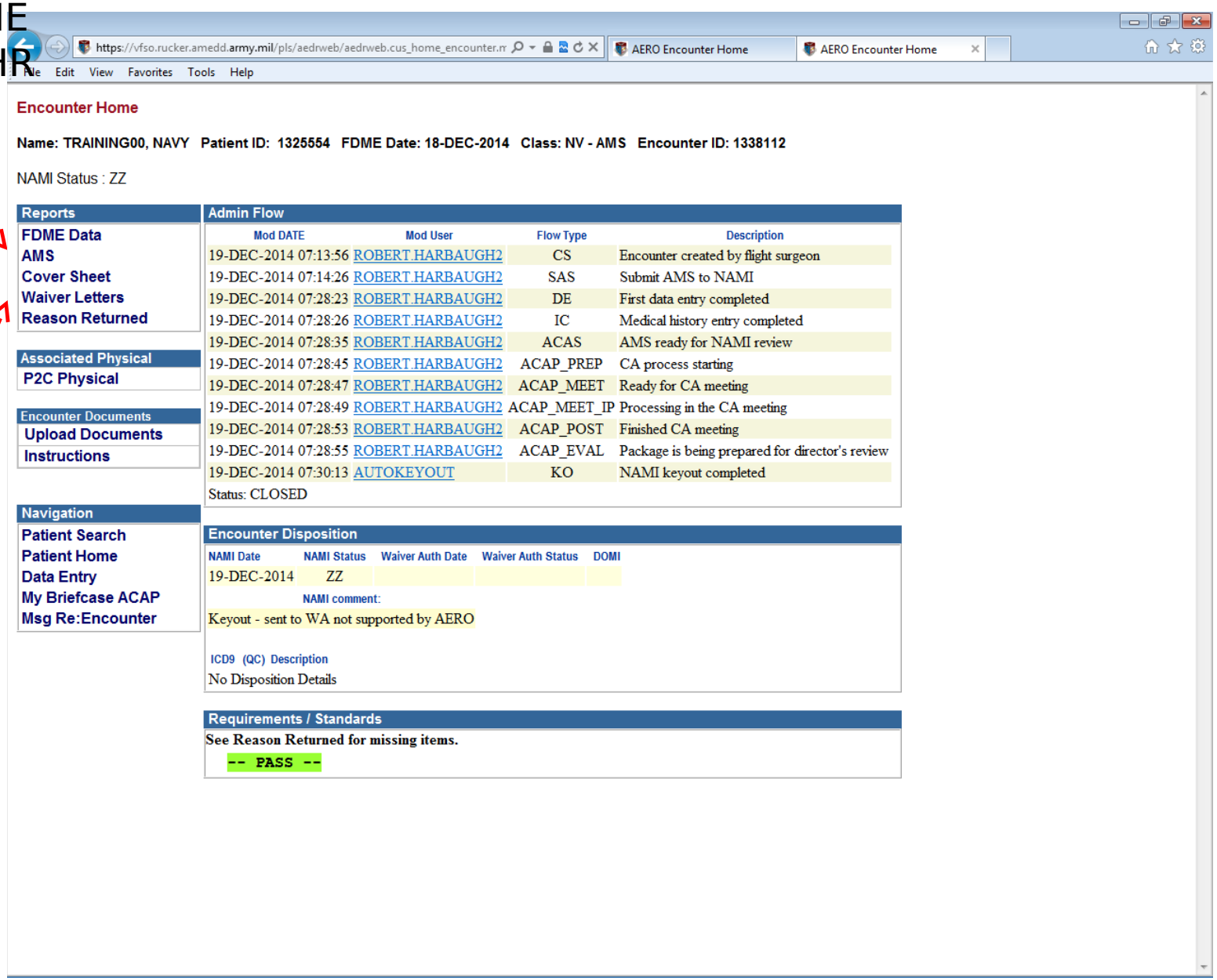
- Once the AMS is submitted, and you are on the AERO homepage, reenter the patient's SSN.
- You will see a list of all exams pending and approved for your patient. Select the AMS you just submitted.
- On the LEFT side of the screen, you will see "AMS". You will see that you can now print the AMS, but cannot change or update the encounter.
- The print option will only be available after submitting the exam to NAMI!

PRINTING THE NAMI LETTER AND WAIVER AUTHORITY LETTER

- Once the AMS is reviewed and dispositioned by NAMI, you will receive an auto-generated Outlook email.
- Search for the member in AERO. Select the AMS encounter.
- On the LEFT side of the screen, you will see the new option for “Waiver Letters”.
- Use the tabs at the top to print both the NAMI letter and WA letter as needed.

PRINT NAMI DISPOSITIONED AMS FOR HR ENTRY

PRINT NAMI AND WA LETTERS


https://vfso.rucker.amedd.army.mil/pls/aedrweb/aedrweb.cus_home_encounter.r
AERO Encounter Home
AERO Encounter Home
File Edit View Favorites Tools Help
Encounter Home
Name: TRAINING00, NAVY Patient ID: 1325554 FDME Date: 18-DEC-2014 Class: NV - AMS Encounter ID: 1338112
NAMI Status : ZZ
Reports
FDME Data
AMS
Cover Sheet
Waiver Letters
Reason Returned
Associated Physical
P2C Physical
Encounter Documents
Upload Documents
Instructions
Navigation
Patient Search
Patient Home
Data Entry
My Briefcase ACAP
Msg Re:Encounter
Admin Flow
Mod DATE | Mod User | Flow Type | Description
19-DEC-2014 07:13:56 | ROBERT.HARBAUGH2 | CS | Encounter created by flight surgeon
19-DEC-2014 07:14:26 | ROBERT.HARBAUGH2 | SAS | Submit AMS to NAMI
19-DEC-2014 07:28:23 | ROBERT.HARBAUGH2 | DE | First data entry completed
19-DEC-2014 07:28:26 | ROBERT.HARBAUGH2 | IC | Medical history entry completed
19-DEC-2014 07:28:35 | ROBERT.HARBAUGH2 | ACAS | AMS ready for NAMI review
19-DEC-2014 07:28:45 | ROBERT.HARBAUGH2 | ACAP_PREP | CA process starting
19-DEC-2014 07:28:47 | ROBERT.HARBAUGH2 | ACAP_MEET | Ready for CA meeting
19-DEC-2014 07:28:49 | ROBERT.HARBAUGH2 | ACAP_MEET_IP | Processing in the CA meeting
19-DEC-2014 07:28:53 | ROBERT.HARBAUGH2 | ACAP_POST | Finished CA meeting
19-DEC-2014 07:28:55 | ROBERT.HARBAUGH2 | ACAP_EVAL | Package is being prepared for director's review
19-DEC-2014 07:30:13 | AUTOKEYOUT | KO | NAMI keyout completed
Status: CLOSED
Encounter Disposition
NAMI Date | NAMI Status | Waiver Auth Date | Waiver Auth Status | DOMI
19-DEC-2014 | ZZ
NAMI comment:
Keyout - sent to WA not supported by AERO
ICD9 (QC) Description
No Disposition Details
Requirements / Standards
See Reason Returned for missing items.
-- PASS --

DELETING ENCOUNTERS

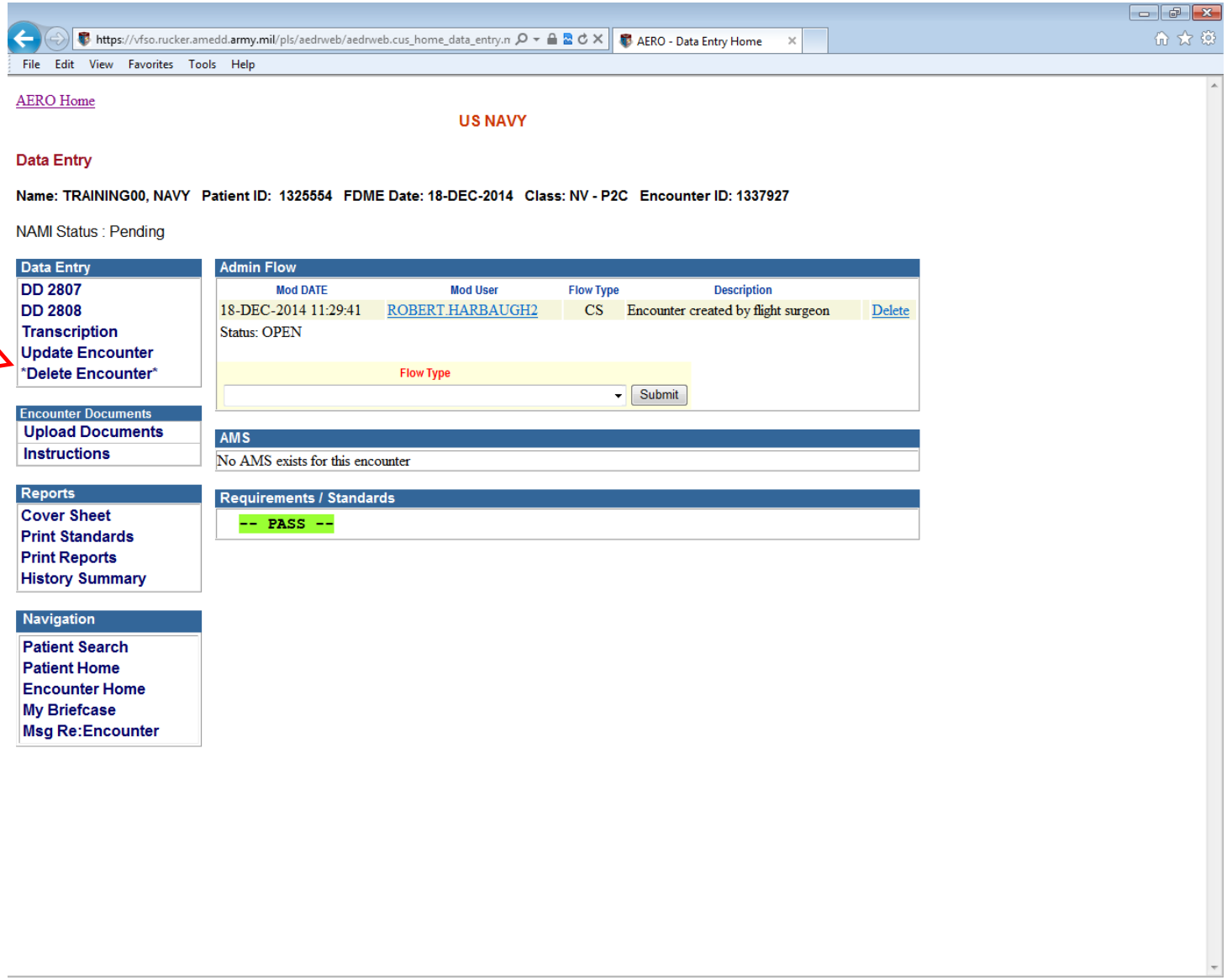
- Prior to deleting an encounter, you will first need to remove/delete:
  - Distant Visual Acuity
  - EKG code if encounter is LFF
  - If there is any documentation uploaded to the encounter, you will need to contact NAMI to delete the documents
- All these items create an automatic Medical History and attach ICD 9 codes to the encounter. Failure to delete these items will cause an AERO error message.
- Once the encounter has been deleted, you will be returned back to the AERO homepage. You can then verify that the encounter has been deleted by returning back to the patient's homepage.

DELETING ENCOUNTERS

CLICK "DELETE ENCOUNTER"

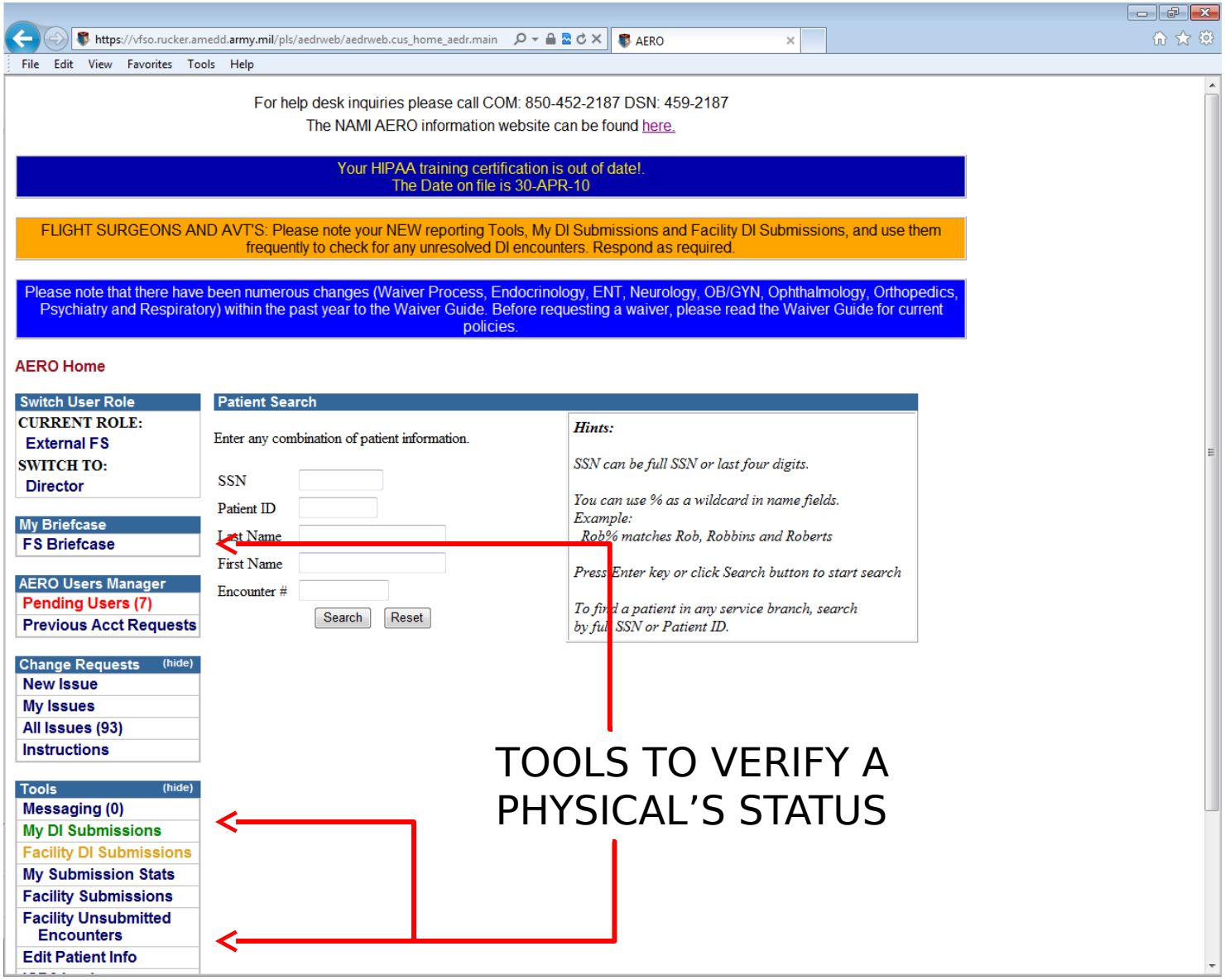
** THIS OPTION IS ONLY AVAILABLE IF YOU HAVE NOT SUBMITTED THE ENCOUNTER.

** IF THE ENCOUNTER HAS ALREADY BEEN SUBMITTED AND NEEDS DELETED, PLEASE CONTACT NAMI FOR REMOVAL. **



CHECKING PHYSICAL STATUS

- Tools to verify a physical status:
  - AVT or FS Briefcase
    - Location of encounters created by you (AVT or FS) that have not been submitted to NAMI
  - Facility Unsubmitted Encounters
    - Location of encounters created by your Facility that have not been submitted to NAMI
  - Facility Submissions
    - Location of all encounters submitted to NAMI for review and where you can verify which encounters have been reviewed with NAMI disposition or are pending review by NAMI
  - My DI Submissions
    - Location of encounters that have been returned by NAMI that you (AVT or FS) either created and/or submitted
  - Facility DI Submissions
    - Location of encounters that have been returned by NAMI that were submitted under your Facility


https://vfso.rucker.amedd.army.mil/pls/aedrweb/aedrweb.cus_home_aedr.main
AERO
File Edit View Favorites Tools Help
For help desk inquiries please call COM: 850-452-2187 DSN: 459-2187
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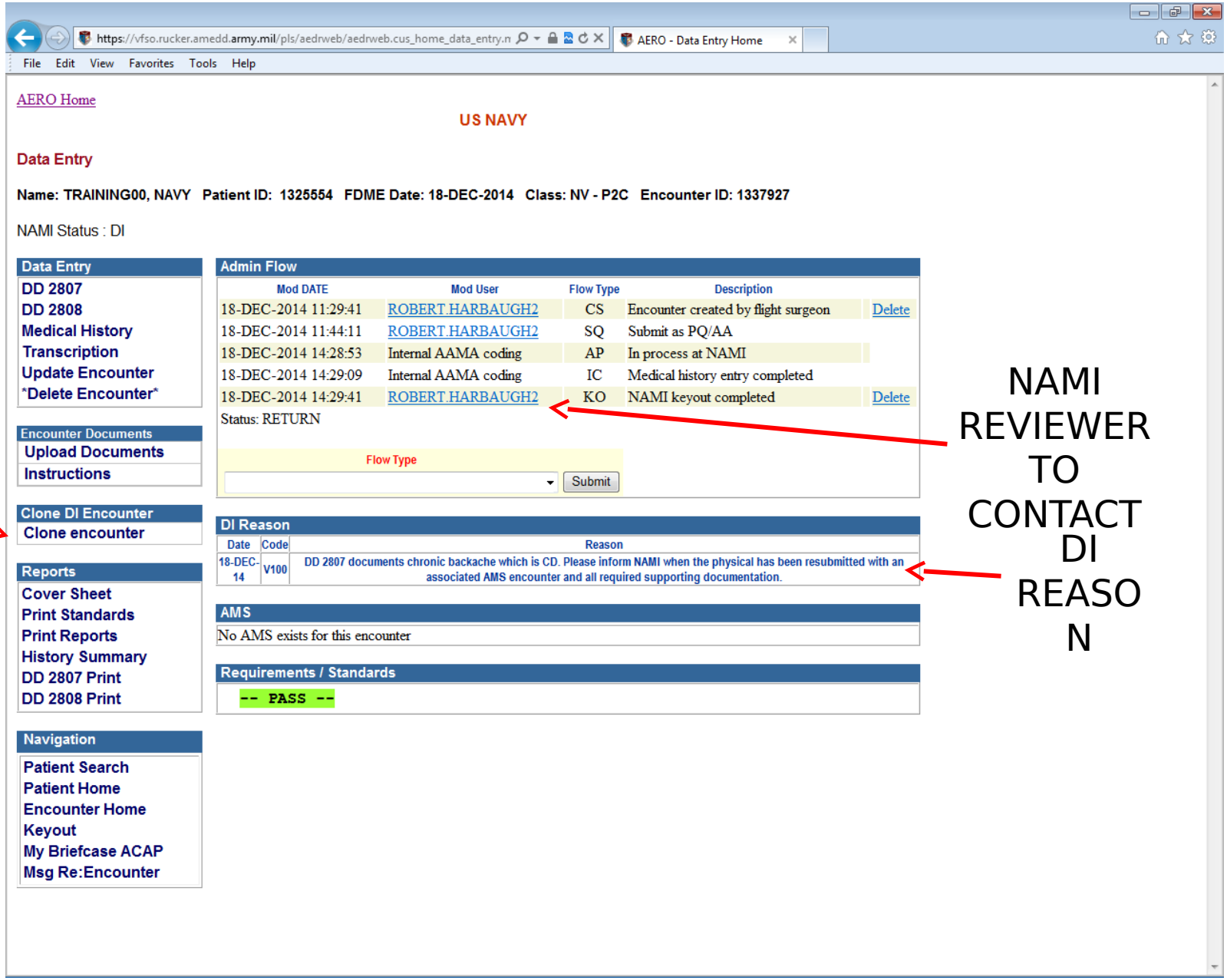
AERO Home
Switch User Role
CURRENT ROLE:
External FS
SWITCH TO:
Director
My Briefcase
FS Briefcase
AERO Users Manager
Pending Users (7)
Previous Acct Requests
Change Requests (hide)
New Issue
My Issues
All Issues (93)
Instructions
Tools (hide)
Messaging (0)
My DI Submissions
Facility DI Submissions
My Submission Stats
Facility Submissions
Facility Unsubmitted Encounters
Edit Patient Info
Patient Search
Enter any combination of patient information.
SSN
Patient ID
Last Name
First Name
Encounter #
Search
Reset
Hints:
SSN can be full SSN or last four digits.
You can use % as a wildcard in name fields.
Example:
Rob% matches Rob, Robbins and Roberts
Press Enter key or click Search button to start search
To find a patient in any service branch, search by full SSN or Patient ID.
TOOLS TO VERIFY A PHYSICAL'S STATUS

RESUBMITTING ENCOUNTERS

- After review by NAMI, if an encounter is missing any information, it will be Keyed Out (KO) as Disqualified Incomplete (DI).
- The AVT and FS associated with the encounter will receive an auto-generated Outlook email.
- The AVT or FS can check on the DI by clicking on “My DI Submissions” or “Facility DI Submissions” or using the Encounter ID from the email.
- Once in the encounter, the FS can clone the encounter by clicking on “Clone Encounter”.
- After the encounter has been cloned, the AVT or FS must address all discrepancies.
- The FS will then resubmit the encounter (Follow “Submission” process previously discussed).
- The AVT or FS must then contact the NAMI Reviewer that dispositioned the encounter for re-review or the cloned encounter will be back at the bottom of the NAMI review list.

NAMI STATUS

CLONE BUTTON


https://vfso.rucker.amedd.army.mil/pls/aedrweb/aedrweb.cus_home_data_entry.n
AERO - Data Entry Home
File Edit View Favorites Tools Help
AERO Home
US NAVY
Data Entry
Name: TRAINING00, NAVY Patient ID: 1325554 FDME Date: 18-DEC-2014 Class: NV - P2C Encounter ID: 1337927
NAMI Status : DI
Data Entry
DD 2807
DD 2808
Medical History
Transcription
Update Encounter
Delete Encounter
Encounter Documents
Upload Documents
Instructions
Clone DI Encounter
Clone encounter
Reports
Cover Sheet
Print Standards
Print Reports
History Summary
DD 2807 Print
DD 2808 Print
Navigation
Patient Search
Patient Home
Encounter Home
Keyout
My Briefcase ACAP
Msg Re:Encounter
Admin Flow
Mod DATE | Mod User | Flow Type | Description
18-DEC-2014 11:29:41 | ROBERT.HARBAUGH2 | CS | Encounter created by flight surgeon | Delete
18-DEC-2014 11:44:11 | ROBERT.HARBAUGH2 | SQ | Submit as PQ/AA
18-DEC-2014 14:28:53 | Internal AAMA coding | AP | In process at NAMI
18-DEC-2014 14:29:09 | Internal AAMA coding | IC | Medical history entry completed
18-DEC-2014 14:29:41 | ROBERT.HARBAUGH2 | KO | NAMI keyout completed | Delete
Status: RETURN
Flow Type
Submit
DI Reason
Date | Code | Reason
18-DEC-14 | V100 | DD 2807 documents chronic backache which is CD. Please inform NAMI when the physical has been resubmitted with an associated AMS encounter and all required supporting documentation.
AMS
No AMS exists for this encounter
Requirements / Standards
-- PASS --

NAMI REVIEWER TO CONTACT

DI REASON

AERO MESSAGING

- In regards to AERO Messaging, if you need to communicate with NAMI, the names to SEARCH for are:

- For AERO account/access issues, updated HIPAA training certificates, notification that you have uploaded additional info, and general help desk:
  - GREULING PAMELA CIVILIAN

- For AERO process/functionality questions/errors:
  - HARBAUGH ROBERT A HM1 (FMF/SW/AW), USN

- For AERO requests for encounter modifications after submission:
  - HARBAUGH ROBERT A HM1 (FMF/SW/AW), USN

- For AERO requests to expedite a package:
  - TIMMONS SHANTEL HM3, USN

PHYSICAL ENCOUNTER CODES

AMS	Aeromedical Summary for all classes
GND	GROUNDING - Temp or permanent NPQ/WNR >60 days (NOT for Sep/Ret)
P2C	CLASS 1/SG1 - Naval Aviator/Service Group 1 (Long Form)
P2N	CLASS 1/SG1 - Naval Aviator/Service Group 1 (Short Form)
P3C	CLASS 1/SG2 - Naval Aviator/Service Group 2 (Long Form)
P3N	CLASS 1/SG2 - Naval Aviator/Service Group 2 (Short Form)
P4C	CLASS 1/SG3 - Naval Aviator/Service Group 3 (Long Form)
P4N	CLASS 1/SG3 - Naval Aviator/Service Group 3 (Short Form)
P1A	CLASS 1SNA - Student Naval Aviator (Applicant)
F2C	CLASS 2NFO - Naval Flight Officer (Long Form)
F2N	CLASS 2NFO 1 Naval Flight Officer (Short Form)
F1A	CLASS 2SNFO 1 Student Naval Flight Officer (Applicant)
A1A	CLASS 2NAC - Naval Aircrew General (Applicant)
A1C	CLASS 2NAC - Naval Aircrew General (Long Form)
A1N	CLASS 2NAC - Naval Aircrew General (Short Form)
A2A	CLASS 2NAC/FW - Naval Aircrew Fixed Wing (Applicant)
A2C	CLASS 2NAC/FW - Naval Aircrew Fixed Wing (Long Form)
A2N	CLASS 2NAC/FW - Naval Aircrew Fixed Wing (Short Form)
C1A	CLASS 3ATC - Air Traffic Controller (Applicant)
C1C	CLASS 3ATC - Air Traffic Controller (Long Form)
C1N	CLASS 3ATC - Air Traffic Controller (Short Form)
P7A	CLASS 3UAV - Unmanned Aerial Vehicle External Pilot (Applicant)
P7C	CLASS 3UAV - Unmanned Aerial Vehicle External Pilot (Long Form)
P7N	CLASS 3UAV - Unmanned Aerial Vehicle External Pilot (Short Form)

AM8C	CLASS 2APT -Aerospace Physiology Technician Designated (Long Form)
AM8N	CLASS 2APT - Aerospace Physiology Technician Designated (Short Form)
AM7A	CLASS 2 APTC - Aerospace Physiology Technician Candidate (Applicant)
AM4C	CLASS 2NFS - Naval Flight Surgeon (Long Form)
AM4N	CLASS 2NFS - Naval Flight Surgeon (Short Form)
AM5C	CLASS 2NAP - Naval Aerospace Physiologist (Long Form)
AM5N	CLASS 2NAP - Naval Aerospace Physiologist (Short Form)
AM6C	CLASS 2NAEP - Naval Aerospace Experimental Psychologist (Long Form)
AM6N	CLASS 2NAEP - Naval Aerospace Experimental Psychologist (Short Form)
AM9C	CLASS 2NAO - Naval Aerospace Optometrist (Long Form)
AM9N	CLASS 2NAO - Naval Aerospace Optometrist (Short Form)
AM1A	CLASS 2SNFS - Student Naval Flight Surgeon (Applicant)
AM2A	CLASS 2SNAP - Student Naval Aerospace Physiologist (Applicant)
AM3A	CLASS 2SNAEP - Student Naval Aerospace Experimental Psychologist (Applicant)
AM3A	CLASS 2SNAEP - Student Naval Aerospace Experimental Psychologist (Applicant)
AM9A	CLASS 2SNAO - Student Naval Aerospace Optometrist (Applicant)
WSA	CLASS 3T - Training Naval Aviation and Water Survival Training
WSC	CLASS 3T - Training Naval Aviation and Water Survival Training I
WSN	CLASS 3T - Training Naval Aviation and Water Survival Training I

RESOURCES

- AERO
  - http://www.med.navy.mil/sites/nmotc/nami/arwg/Pages/AeromedicalElectronicResourceOffice(AERO).aspx
- NAMI WEBSITE
  - http://www.med.navy.mil/sites/nmotc/nami/Pages/default.aspx
- AEROMEDICAL REFERENCE AND WAIVER GUIDE
  - http://www.med.navy.mil/sites/nmotc/nami/arwg/Pages/AeromedicalReferenceandWaiverGuide.aspx

Aeromedical Reference and Waiver Guide

Additional information, an AERO tutorial, and a link to the AERO Log In screen is available below and on the Aeromedical Electronic Resource Office page.

This edition of the Aeromedical Reference and Waiver Guide (ARWG) features some new hyperlinks, as seen in many interactive Internet sites. Some of these features were not available in previous editions. In moving forward and setting the pace towards a tri-service aviation medicine waiver guide, hyperlinks to the Air Force waiver guide and aviation physical standards [AFI 48-123] and the US Army Aeromedical Center have also been added. This edition in its entirety is the most current in a few years, and is in the ongoing process of being updated and re-written. As such, we are always open to ideas or suggestions for improvement. Any suggestions, comments, or request for additional revisions to this edition should be forwarded to NAMI Code 342.

AERO Log In

Waiver Guide Topics

- Table of Contents
- Physical Exams & Standards (revised November 2014)
- The Waiver Process
- Cardiology (revised August 2014)
- Dermatology
- Ear/Nose/Throat (revised October 2014)
- Endocrinology (revised September 2014)
- Gastroenterology
- Hematology
- Malignancies
- Medications
- Miscellaneous Conditions
- Neurology (revised August 2014)
- Nutritional Supplements
- OB/GYN (revised November 2014)
- Ophthalmology
- Orthopedics (revised September 2014)
- Psychiatry (revised July 2014)
- Respiratory
- Urology (revised August 2014)

- Ophthalmology
- Orthopedics (revised September 2014)
- Psychiatry (revised July 2014)
- Respiratory
- Urology (revised August 2014)

Shortcuts, Forms, Questionnaires and Other Info

Miscellaneous

- Record of Changes
- Complete Waiver Guide (revised November 2014)
- MANMED Change 145
- Officer Aviation Designations
- Useful Aeromedical Links
- General NATOPS
- OPM guidelines for civilian air traffic controller requirements

Navy AERO

- AERO Account Information
- AERO Account Request
- OPNAV 5239
- AERO Tutorial
- AMS Tutorial
- How to Check Facility Submissions

ARWG home page

POC:

Physical Qualifications

340 Hulse Road

Attn: Code 53HN

Pensacola, FL 32508

850-452-2187 or 850-452-8645 (DSN 459)

Email NMOTCNAMIPhysQualTech@med.navy.mil

Safe Helpline

Military OneSource

Military Health System

AERO: Aeromedical Electronic Resource Office

The Aeromedical Electronic Resource Office (AERO) is a web-based DOD system used jointly by the U.S. Army, Coast Guard, and Navy. Linkage with the Air Force AIMWTS electronic waiver system is being investigated. AERO is implemented as the expected method for aeromedical submissions to NAMI. Historical waiver information and electronic physical exam (EPE) data are ONLY accessible through AERO. Access to AERO requires a functional CAC Card. If you have not yet established your AERO account, then please do so by following the instructions below:

1. In order to request access to AERO, please click here.
2. Fill out all information. After the User information screen, you'll be prompted three times to upload documents: HIPAA, OPNAV 5239/14 and AERO Request Form. Please upload them at this time. They have to be in 3 separate pdf files. An e-mail will be sent once your account has been approved.
3. You may access the AERO Tutorial, AMS Tutorial, Navy Physical Classes, and How to Check Facility Submissions here.
4. **You may access the AERO login screen by clicking** here.
5. Please review the BUMED message regarding AERO utilization.

GREAT NEWS! AKO is no longer required for AERO use. If you still need access, you'll need to find an Army sponsor. Fort Rucker is no longer providing that service.

All flight physicals (designated or candidate) which require BUMED endorsement through NAMI, should be submitted via AERO. Packages received through mail, facsimile or e-mailed scans will be returned to the examining facility without action unless accompanied by a letter explaining why submission via AERO was not utilized. If using an e-mail, please ensure the e-mail is encrypted. If a physical needs to be sent through the mail, the physical must be sent via certified mail (FEDEX, USPS) and mailed to: Officer in Charge, Navy Medicine Operational Training Center Detachment, Naval Aerospace Medical Institute, 340 Hulse Road, Attn: Code 53HN, Pensacola, FL 32508. When mailing, please follow-up with an e-mail.

You can send an encrypted e-mail of scanned documents to NOMI-Code342@med.navy.mil. Whenever possible, the file type .pdf should be used. If necessary, .tif or .jpg can also be sent. E-MAIL SHOULD ONLY BE USED WHEN ON A SHIP AND INTERNET PROBLEMS DUE TO DEPLOYMENT.

AERO includes a HIPAA-complaint secure internal messaging system that is recommended as the preferred way to communicate with NAMI. It can be accessed from the Messaging option in your Tools menu on the Patient Search screen. Alternatively, from a Patient Home or Data Entry/Encounter Home screen, look for the menu option Msg Re: Patient or Msg Re: Encounter. Clicking these will open a new message with the patient or encounter information automatically referenced. Simply address, add your message text, and send. The following are key points of contact:

1. For AERO account/access issues, updated HIPAA training certificates, notification that you have uploaded additional info, and general help desk: GREULING PAMELA
2. For AERO process/functionality questions/errors: HARBAUGH ROBERT A
3. For AERO requests for encounter modifications after submission: HARBAUGH ROBERT A
4. For AERO requests to expedite a package: TIMMONS SHANTEL

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AERO will greatly improve our ability to provide better service to you and the fleet!Questions and feedback are welcome.

For AERO access issues please contact AEROAccess-NOMI@med.navy.mil.

For AERO process questions and feedback please contact AEROProcess-NOMI@med.navy.mil .

AN AERO ACCOUNT IS FOR MEDICAL USE ONLY. IF YOU HAVE A QUESTION ABOUT YOUR WAIVER, PLEASE CONTACT YOUR CURRENT CORPSMAN OR FLIGHT SURGEON AT THE CLINIC THAT YOU USE.

Safe Helpline
877-995-5247

Military
OneSource
1-800-342-9647

Military
Health System
Health.mil

Questions?